

NPIC/SS-15/81
19 March 1981

MEMORANDUM FOR: Executive Officer, Office of Medical Services

STAT FROM : [REDACTED]
Chief, Support Staff, NPIC

SUBJECT : NPIC Use of Psychological Services Staff Resources

1. This memorandum responds to your recent query concerning the extent and value of the services we receive from the Psychological Services Staff (PSS).

2. The most direct service we receive from PSS is to utilize their testing capability. The DAT Test results are used as a tool to assist NPIC managers and employees in career planning. The PATB Test results are used to assist in the selection of applicants for NPIC positions and upward mobility programs. In fact, PSS is now studying the PATB for NPIC, in an effort to identify PATB factors that correlate most closely with the successful performance of functions in our Technical Support Group.

3. Other problem areas for which we have requested PSS consultation, include the following items. PSS has provided human factors assistance concerning the optimum information displays and work station layouts for our employees. They are currently providing guidance concerning the impact of alternative compressed-time shift operations on productivity and morale. Their psychologists have also provided assistance in modifying the way in which we conduct various NPIC training programs.

4. While the above items do not represent an exhaustive list of PSS services in support of NPIC, they do provide examples of how PSS assists NPIC in applicant selection, career development, and the on-the-job productivity and satisfaction of our employees. These services are considered sufficiently critical to NPIC, that we would have to develop some other means to obtain them if they were discontinued by PSS.



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